

# Vaccines for Children Program

## 2002 Idaho Immunization Program – Satisfaction Survey

It's important that the Idaho Immunization Program (IIP) understand your views regarding the Vaccines for Children (VFC) Program. The following questions will provide valuable feedback on how well the IIP is handling its' responsibilities, meeting the needs of its participants and to see where changes might be needed. Please, help us by completing the following questions. A summary of survey results will be provided to all VFC participant offices.

**It will take approximately 15 minutes to answer the questions on this survey.**

**Completion of this section is optional, you may remain anonymous**

Provider/Clinic Name: \_\_\_\_\_ Person completing survey \_\_\_\_\_

- How long has your office been participating in the VFC Program?  
Less than 1 year      1 to 2 years      3 or more years
- If, **less than 1 year**, did you receive adequate information, materials, and vaccines from the IIP and the local health department representative to **successfully** launch your immunization program?  
Yes      No      Needs improvement

If No, or Needs Improvement. How could this process be improved? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Practice Specialty Type is?    Pediatrics      Family Practice      Health Department      Multi-specialty      Internal Medicine      Other \_\_\_\_\_

## Vaccine Questions – National vaccine shortages created special challenges during 2002

- The IIP tried to keep providers informed of current vaccine shortages by distributing “Important Notices Regarding...”* Was this method of notification?  
Very Helpful      Helpful      Somewhat Helpful      Not Helpful      Didn't see them
- Because of multiple vaccine shortages the IIP edited every vaccine order for every vaccine during 2002. Some vaccine orders were reduced, some were increased so that each provider received enough vaccine to last a month in severe shortages, or two months for vaccines with less severe shortages.* How did these changes to your orders affect you?  
Very unhappy      Unhappy      It was Okay      Helpful      Very Helpful
- National shortages affected almost every vaccine, did you run out of any of these vaccines in 2002 because your order was reduced, delayed, or mishandled by the IIP?

Hepatitis B	Yes	No	MMR	Yes	No	IPV	Yes	No
DTaP	Yes	No	Varicella	Yes	No	Hepatitis A	Yes	No
HIB	Yes	No	Prevnar	Yes	No	Influenza	Yes	No

7. *Because of shortages/delays, and recent changes in OSHA safety needle regulations some vaccine choices for vials versus pre-filled syringes were not, and may not be available.* Is it a real problem to receive pre-filled syringes if you order vials, or vials if you order pre-filled syringes? Yes No

If Yes, please comment on any problems created - \_\_\_\_\_

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8. *The IIP offers HibTiter and PedvaxHIB as brand choices, however the manufacturers of both vaccines had delayed shipments of their Hib product during 2002. For most of the year the IIP had to substitute the brand of Hib that was available for the brand that was actually ordered. There were also brand substitutions for DTaP due to supply issues.* How important is it to be able to choose the brand you order and use? Very Important Important Not Important Send either
9. Because of changes in the 2002 ACIP recommendations did you defer any shots? Yes No
10. During 2002 were any children turned away/deferred/rescheduled because of a **vaccine shortage** (not because of the change in recommendations) at your facility? Yes No
11. Have you recalled any children to receive missed shots? Yes No
12. *In the last four months of 2002 Bellco Drug Corporation had some difficulties in keeping up with Idaho's regularly scheduled, and emergency shipments.* Did your facility experience any delayed shipments that caused you to run out of vaccine before replacement vaccine arrived? Yes No
13. In summary how well did the IIP do in handling your vaccine needs for 2002?  
Excellent Good Okay Not Good Very Poor

<b>Educational Opportunity Questions – Quality Assurance Reviews, Regional Shot Smarts Meetings, Booster Shots Meetings, and Dixon Chart Recorder Visits</b>
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*The IIP conducted 100 CDC mandated Quality Assurance Review (QAR) visits to Idaho VFC participant offices in 2001 and 2002. QAR visits offer a unique opportunity to meet face to face with IIP staff and to learn more about the VFC Program. The visits served several purposes; to make sure each provider was aware of and operating within the scope of federal and state VFC guidelines; to offer "tools of the trade" to each office; and to provide educational materials.*

14. Did IIP staff conduct a QAR visit at your facility anytime in the last two years? Yes No

If Yes, how would you rate the visit in terms of:

Usefulness to your program

Excellent Good Okay Not Good Very Poor

IIP staff – professionalism/knowledge

Excellent Good Okay Not Good Very Poor

Educational value

Excellent      Good      Okay      Not Good      Very Poor

15. Do you have any comments regarding these visits, or how to improve them? \_\_\_\_\_

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*The IIP conducted 3 regional Shot Smarts Meetings and 10 Local Booster Shot Meetings in 2002. These meetings were set up to offer educational opportunities regarding current immunization issues, and to offer access to these meetings on a local and regional basis.*

16. Did anyone from your office attend any of the Shot Smarts or Booster Shot meetings?      Yes      No

If No, which factors prohibited attendance?      Meetings still too far from office      Wasn't aware of these meetings      Couldn't spend that much time away from office      Not interested in the subject matter      Other \_\_\_\_\_

17. Local and Regional meetings are being planned for 2003, do you think anyone from your office will be able to attend?      Yes      No

If No, thoughts or comments? \_\_\_\_\_

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*The IIP recognizes that storing vaccines within the approved temperature range can be problematic. To address the issue the IIP purchased Dickson chart recorders. These certified, calibrated, continuously charting recorders meet all CDC recommendations for monitoring vaccine supplies. Now that the recorders have been distributed can you tell us:*

18. Did IIP staff adequately explain why the recorders are so important to vaccine storage?      Yes      No

19. Is your new chart recorder operating properly?      Yes      No

20. Are you recording refrigerator/freezer temperatures at least once daily?      Yes      No

21. Are you using the IIP provided red/white/gray temperature logs?      Yes      No

22. Have you experienced a temperature incident in the last year?      Yes      No

If Yes, did IIP staff treat you in a professional manner when the incident was reported or discovered?  
Yes      No

If Yes, do you need any additional assistance from the IIP with the incident?      Yes      No

23. Do you know what to do when vaccine temperatures are out of range? Yes No

State Immunization Registry – Immunization Reminder Information System (IRIS)
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24. Are you currently enrolled in IRIS? Yes No

25. If not what is/are the barriers? Need a Computer Lack of access to the Internet Not enough staff or time Not enough time for data entry Afraid of new technology Billing software not compatible with the registry Other\_\_\_\_\_

26. How often do you use IRIS to retrieve or lookup patient records?  
Everyday Once a week Once a month Rarely Not using at all

27. Do you submit records to the IRIS registry? Yes No

28. Is your office satisfied with the IRIS registry?  
Very unhappy Unhappy It is Okay Happy Very Happy

Comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

29. *A new combination vaccine has just been approved for use in the United States by the Federal Drug Administration. Its' name is Pediarix® manufactured by Glaxo SmithKline it contains DTaP/Hepatitis B/IPV. It will be licensed for use at 2, 4, and 6 months of age. If it is added to the VFC Program do you anticipate using it in your program? Yes No*

30. How do you view the Vaccines for Children program at your facility?

It's a wonderful program to have  
It's good  
It's okay, but time consuming  
It's too complicated  
It's a nightmare  
Comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

31. Do you have any comments or suggestions regarding the Vaccines for Children Program in Idaho?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your input and participation in the Vaccines for Children Program

**Please complete this survey by Friday January 10 ,2003**

**Please return the survey in the stamped self addressed envelope, or by fax at 208-334-4914**